

**Human Capital Management**  
**Department of Veteran's Affairs**  
**(VA) – PMA initiative**  
**implementation**

**Key Benefit** – Scorecard rating improved from red to green; improved hiring process; gathered information on attracting and keeping employees.

**Background**

*Federal Veteran's Affairs agency with an operating budget of \$63.5 billion employing over 230,000 workers. VA is currently implementing the five initiatives from the PMA and improved its scorecard rating to a green status in May 2004*

**Challenges**

*VA was originally given all red ratings by OMB on the first scorecard in 2001 for the PMA. VA needed to revamp the organization's Human Capital Management (HCM) priorities and attract quality employees with key competencies to improve efficiency due to an increasing percentage of the workforce becoming eligible for retirement.*

**Resolution and Benefits**

*Create Entrance/Exit surveys – designed to capture reasons why employees chose to work for VA and why they chose to leave. The results can be sorted in various ways for usability.*

*Deploy USA Staffing with help of OPM – which is an online software staffing solution that automatically generates ads on online job listing servers and allows online applications.*

*Institute Web-based management support system – available to managers and supervisors 24/7 to provide guidance on a full range of workforce issues.*